

## Employment Posting

**Position Title:** Client Relationship Manager

**Employment Terms:** Full-time

**Reports To:** Director of Operations

**Department:** Operations

**Date Posted:** 05/09/2017

### Position Summary

As key member of our Client Relationship Management team, you will work closely with the Director of Operations, to maintain relationships with our new and existing FlexPay clients. You will be responsible for the day to day communication with our SaaS customers, establishing relationships with new clients as they are transitioned from onboarding, understanding the services and reporting that we offer, and facilitating the clients experience with the FlexPay team.

You will need to use your relationship building skills to guide the clients through their first interactions with our platform, and build their trust in our team and our software. You're the type of person who loves autonomy and the freedom to manage your customer relationship how you see fit. We are a small and growing team, and this is your opportunity to get in on the ground floor and help us develop our client management strategy. You're always learning because you're genuinely curious and always looking to grow.

### Responsibilities:

A day in the life of this position includes managing internal and external stakeholders, understanding our clients wants and needs, and working closely with the product development team to ensure that we can respond to those needs in a timely and efficient manner. If you're a customer advocate and want to be involved in the growth of an exciting new software, this is the position for you. Your responsibilities include:

- Be the face and name of FlexPay to your customer base.
- Build and maintain relationships with clients and key personnel within the customer companies.
- Acts as single point of client contact to coordinate resolution of service incidents and escalation of technical issues.
- Work closely with the Product Development team to ensure that client needs are being met.
- Communicate the value and success that the FlexPay platform is generating for your customers.
- Maintain a positive relationship with individual stakeholders to ensure that they are having the best possible experience with our technology.

- In conjunction with the Data Group, demonstrate the value of the FlexPay offering to client
- Consult with the clients to identify opportunities for expanded support business.
- Understand the improvements that are being rolled out within the platform and roll them out to your client base.
- Develop an in-depth knowledge of your customers business profile, and work closely with our internal Data Team to ensure that our metrics are aligned with the customer needs and expectations.
- Coordinate between the customer and the Project Management team to ensure the launch and ongoing communication for new clients is seamless.
- Monitor the ongoing customer performance and identify potential changes in the data.
- Demonstrates good judgment in selecting methods and techniques for obtaining solutions.

#### Qualifications:

- You possess a Bachelor's degree or higher
- You have three to five years in a similar role.
- You are a self-starter driven by success with attention to detail.
- You know how to manage a relationship with small and large businesses.
- You have a solid understanding of business performance metrics, and a willingness to embrace data.
- You are an excellent communicator with the ability to sell and convince.
- You work well with a team and are not afraid to share your ideas.
- You are an adaptive learner who strives for challenges at all times.

#### Benefits:

Tungsten Revenue invests in its employees by offering the following benefits:

- Unlimited paid vacations
- Flexible hours
- Relaxed dress code
- Group RRSP program
- Bi-Weekly free lunches
- Fresh and healthy snacks
- Comprehensive group insurance package
- Regular offsite company events
- Supports continuous learning and development
- In-office showers, kitchen, rec-room, bike parking
- Universal profit sharing program

### About Tungsten Revenue & FlexPay

Tungsten Revenue owns a number of healthcare supplement brands focused on delivering high quality goods and services to customers through direct response and an ever-growing online channel.

Our business is almost entirely credit card based and processing card-not-present transactions poses a range of problems. To scratch our own itch, we built FlexPay, an Enhanced Payment Gateway. It mitigates against these problems on a transaction-by-transaction basis with a proprietary, statistics-based decline salvage and risk balancing strategy. FlexPay has become a cornerstone of our business and will likely supplant our direct to consumer business in the near future.

Tungsten Revenue was named as one of **2017's Great Places to Work**. We are a dynamic and welcoming company that strives to hire the best and brightest people. We've been told that that we suffer from a "Never Good Enough" syndrome, and we proudly embrace it. We are looking for people who are never satisfied with themselves or their company, constantly pushing to improve both.

Once through our doors, you'll discover a dynamic and culture focused organization that offers an exceptional work environment. Efficiency is one of our core values and we endeavor to eliminate, automate, or outsource the mundane and repetitive both for ourselves and our partners. You are given the autonomy to have a substantial impact on the performance of the company and your work will be creative and challenging. **It will never be boring.** If you're the type of person that thrives in an environment of smart, driven, and competent colleagues, then you may have found your home.

To learn more about this position, please send an email to [careers@flexpay.io](mailto:careers@flexpay.io).